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FILE



RECEIVED-DOCKETING DIV

2004 MAY 27 AM 11:52

201 E. Fourth St.
P.O. Box 2301
Cincinnati, Ohio 45201-2301

PUCO

04-822-TP-ATA

May 26, 2004

Ms. Renee J. Jenkins
Docketing Division Chief
The Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215-3793

Dear Ms. Jenkins:

Attached is Cincinnati Bell Telephone Company's (CBT's) Application requesting an order for authorization to revise its **Out of Territory Services Tariff**, PUCO No. 1, Section 5.13 – Complete Connections/Clear Connections Service. CBT proposes to **offer a sixty (60)-day – Customer Satisfaction Guarantee to new business Clear Connections Service subscribers in the Dayton Service Rate Area.** This guarantee will provide dissatisfied business customers in Dayton up to a 60-day credit for the monthly charges associated with the Clear Connections Service and ancillary services such as Directory Listings. Customers will also be credited for the nonrecurring charges associated with Clear Connections Service and any ancillary services, if nonrecurring charges were incurred.

Pursuant to the Finding and Order in Case No 99-1496-TP-UNC, CBT's Commitment 2000 Plan (Case No. 98-899-TP-ALT) is applicable for CBT's operations outside of its existing territory. Therefore, per Case No. 98-899-TP-ALT, this filing is scheduled to become effective on the 31st day after filing unless the filing is suspended. CBT will send the tariff pages bearing the ATA Case Number and any other revisions to the Docketing Division after the 30-day filing review has been completed by the Commission Staff. This filing includes the attached Exhibits A, B, C-2, and C-3 as supporting information for the proposal.

Please date-stamp and return the enclosed duplicate of this transmittal to acknowledge its receipt. Any questions regarding this transmittal should be directed to Evelyn King at (513) 397-1378.

Sincerely,

Christopher S. Colwell
Vice President -
Government Relations

Attachments

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business
Technician AMN Date Processed 5/27/04

Cover Form for the Application of
THE CINCINNATI BELL TELEPHONE COMPANY

In the matter of the Application of the Cincinnati Bell Telephone
 Company to revise its Out of Territory Services Tariff PUCO) Case Nos. ____-____-TP-____
 No. 1, Section 5.13 in order to offer the sixty (60)-day Customer)
 Satisfaction Guarantee for Business Clear Connections Service)
 Customers in the Dayton Service Rate Area)

Contact Person(s) Evelyn King Phone- 513-397-1378 ; Fax-513-421-1367

Motion for protective order included in with filing yes, no

Request for waiver(s) included in this filing? yes, no

Cell classification of service(s) affected by this filing: 1; 2; 3; or 4

Is this a pre-filing? yes, no

I. NEW CASE FILINGS

NEW END USER SERVICES (ATA):

- a. Services which involve privacy, are essential to public safety, or involve 9-1-1 usage or access (30-day public process)
- b. Services not involving privacy, not essential to public safety, and do not include 9-1-1 usage or access (30-day pre-filing process)

CHANGE IN TERMS OR CONDITIONS, OR WITHDRAWAL OR END USER SERVICES (ATA):

- c. (30-day public process)

CARRIER-TO-CARRIER SERVICES (ATA) (30-day public process)

- d. New services
- e. Change in terms, conditions, or withdrawal of existing services

CONTRACT (AEC)-effective upon filing, automatic approval on 30th day:

PRE-APPROVED CONTRACT (AEC) (0-Day Filing)

CELL RECLASSIFICATION (ATA) (30-day public process):

OTHER:

II. FILINGS NOT REQUIRING NEW CASE NUMBER (TRF Filing only)

- Price list change within approved range
- Promotional offering

BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

RECEIVED-DOCKETING DIV

2004 MAY 27 AM 11:52

Application Not for an Increase in Rates,
Pursuant to Section 4909.18 Revised Code

PUCO

In the Matter of The Application of)
CINCINNATI BELL TELEPHONE COMPANY)
For Authority to Revise its Out of Territory)
Services Tariff, PUCO No. 1, Section 5.13 in order)
to offer the sixty (60)-day Customer Satisfaction)
Guarantee for Business Clear Connections Service)
Customers in the Dayton Service Rate Area)

Case No. 04-822-TP-ATA

1. APPLICANT RESPECTFULLY PROPOSES: (Check applicable proposals)

New Service Change in Rule or Regulation

New Classification Reduction of Rates

Change in Classification Correction of Error

Other, not involving increase in rates

Various related and unrelated textual revision, without change in intent

2. DESCRIPTION OF PROPOSAL:

Applicant proposes to modify the Out of Territory Services Tariff, PUCO No. 1, Section 5.13 – Complete Connections/Clear Connections Service. CBT proposes to offer a sixty (60)-day – Customer Satisfaction Guarantee to new business Clear Connections Service subscribers in the Dayton Service Rate Area. This guarantee will provide dissatisfied business customers in Dayton up to a 60-day credit for the monthly charge associated with the Clear Connections Service and ancillary services such as Directory Listings. Customers will also be credited for the nonrecurring charges associated with Clear Connections Service and ancillary services, if nonrecurring charges were incurred.

3. TARIFF AFFECTED:

<u>P.U.C.O. No. 1</u>	<u>P.U.C.O. No.</u>
Tariff Title	Tariff Title
Out of Territory Services Tariff	
Section	Section
Section 5.13	
Section Title	Section Title
Complete Connections Service/ Clear Connections Service	
Paragraph	Paragraph
Page 109	
<u>P.U.C.O. No.</u>	<u>P.U.C.O. No.</u>
Tariff Title	Tariff Title
Section	Section
Section Title	Section Title
Paragraph	Paragraph
<u>P.U.C.O. No.</u>	<u>P.U.C.O. No.</u>
Tariff Title	Tariff Title
Section	Section
Section Title	Section Title
Paragraph	Paragraph
<u>P.U.C.O. No.</u>	<u>P.U.C.O. No.</u>
Tariff Title	Tariff Title
Section	Section
Section Title	Section Title
Paragraph	Paragraph

4. Attached hereto and made a part hereof are: (Check Applicable Exhibits)

 X Exhibit A - existing schedule sheets (to be superseded) if applicable

 X Exhibit B - Proposed schedule sheets

 Exhibit C-1

(a) if new service is proposed, describe;

(b) if new equipment is involved, describe (preferably with a picture, brochure, etc) and where appropriate, a statement distinguishing proposed service from existing services;

(c) if proposed service results from customer requests, so state giving if available, the number and type of customer requesting proposed service.

 X Exhibit C-2 - if a change of classification, rule or regulation is proposed a statement explaining reason for change.

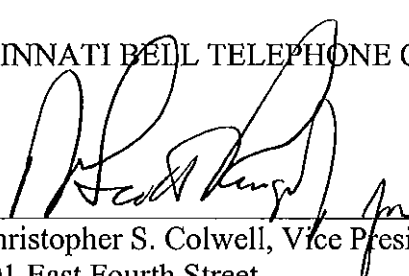
 X Exhibit C-3 - statement explaining reason for any proposal not covered in Exhibits C-1 or C-2.

5. This application will not result in an increase in rate, joint rate, toll, classification, charge or rental.

6. Applicant respectfully requests the Commission to permit the filing of the proposed schedule sheets, to become effective on the date, subsequent to filing, to be shown on the proposed schedule sheets which will be filed with the Commission; and to be in the form of the schedule sheets in Exhibit B, modified by any further revisions that have become effective prior to the effective date of the proposed schedule sheets.

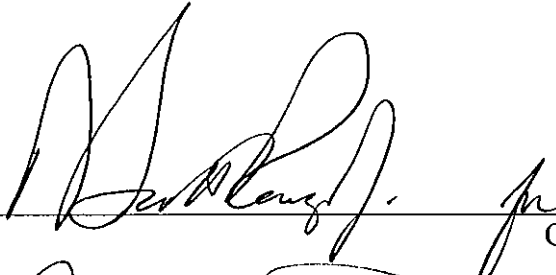
CINCINNATI BELL TELEPHONE COMPANY

By

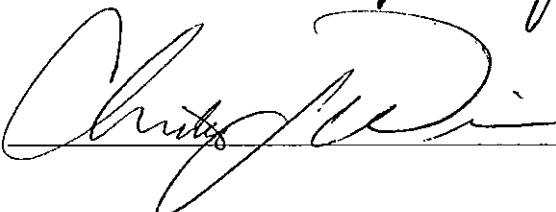

Christopher S. Colwell, Vice President -- Government Relations
201 East Fourth Street
P.O. Box 2301
Cincinnati, Ohio 45201
(513) 397-7540
(513) 723-9815 Fax

VERIFICATION

State of Ohio, Hamilton County, ss: Christopher S. Colwell, Government Relations - Vice President and Christopher J. Wilson, Vice-President, General Counsel and Assistant Secretary of Cincinnati Bell Telephone Company, being first duly sworn hereby verify this transmittal.

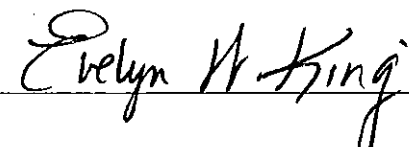


Christopher S. Colwell



Christopher J. Wilson

Sworn and Subscribed before me this 26th day of May, 2004



Notary Public

EVELYN W. KING
NOTARY PUBLIC, STATE OF OHIO
MY COMMISSION EXPIRES 08-08-07

**EXHIBIT A
PRESENT PAGES**

LOCAL EXCHANGE SERVICE

SECTION 5 OUT OF TERRITORY LOCAL EXCHANGE SERVICES

5.13 COMPLETE CONNECTIONS SERVICE/CLEAR CONNECTIONS SERVICE (Continued)

5.13.1 Description of Service (Continued)

- d. Features selected by the customer to be included in the Complete Connections/Clear Connections package are not eligible for any additional discounts or credits. In particular, discounts and/or credits expressed or implied in any separate package pricing for Custom Calling Services do not apply to services selected for Complete Connections/Clear Connections Service.
- e. An existing flat rate individual line service customer who converts to Complete Connections Service will pay the nonrecurring charge described below. When Complete Connections/Clear Connections Service is being established as a new service or when it is moved to a different address, the nonrecurring charge to establish an access line also applies, as described in Section 5.1 of this tariff.
- f. Complete Connections customers are not eligible for special promotions that may apply to the individual features included in a Complete Connections package unless Complete Connections Service is specifically included in the promotion.
- g. Complete Connections/Clear Connections Service customers may change features at anytime without incurring a charge for making a change, once Complete Connections/Clear Connections Service has been established. However, customers changing their telephone numbers (except for MDNL) will be billed the nonrecurring charge as specified in Section 5.1 of this tariff.
- h. Customers subscribing to Complete Connections Service are provided with a thirty (30)-day Customer Satisfaction Guarantee. This guarantee will provide dissatisfied customers up to a 30-day credit for the monthly charge associated with the service, less the appropriate monthly access line charge. The credit will be pro-rated based on the time the customer has the service, up to a maximum of 30 days. To receive the credit, the customer must notify the Company of their dissatisfaction with the service and place an order to discontinue the service within 30 days of the time that the service was installed. Customers will also be credited for the nonrecurring charge associated with Complete Connections Service, if a nonrecurring charge was incurred. The thirty (30)-day Customer Satisfaction Guarantee does not apply to Clear Connections.
- i. All charges normally associated with Flat Rate Access Line service (such as E-911 Service, taxes and other surcharges) will be billed in addition to the Complete Connections/Clear Connections Service charges.
- j. There is a limit of one Second Line to Complete Connections Package per account.
- k. Complete Connections Features Add-on only applies to the Second Line to Complete Connections Package.

ISSUE DATE: February 5, 2004

Christopher S. Colwell, Vice President, Cincinnati Bell Telephone Company

EFFECTIVE DATE: March 6, 2004
In accordance with Finding and Order
in Case No. 04-156-TP-ATA, issued
by the Public Utilities Commission of
Ohio, dated February 5, 2004 and
Case No. 90-5013-TP-TRF

EXHIBIT B
PROPOSED PAGES

EXPLANATION OF SYMBOLS

- (C) - Indicates changed regulation
- (D) - " discontinued rate or regulation
- (I) - " increase
- (M) - " matter relocated without change
- (N) - " new rate or regulation
- (R) - " reduction
- (S) - " reissued matter
- (T) - " a change in text but not in rate or regulation

LOCAL EXCHANGE SERVICE

SECTION 5 OUT OF TERRITORY LOCAL EXCHANGE SERVICES

5.13 COMPLETE CONNECTIONS SERVICE/CLEAR CONNECTIONS SERVICE (Continued)

5.13.1 Description of Service (Continued)

- d. Features selected by the customer to be included in the Complete Connections/Clear Connections package are not eligible for any additional discounts or credits. In particular, discounts and/or credits expressed or implied in any separate package pricing for Custom Calling Services do not apply to services selected for Complete Connections/Clear Connections Service.
- e. An existing flat rate individual line service customer who converts to Complete Connections Service will pay the nonrecurring charge described below. When Complete Connections/Clear Connections Service is being established as a new service or when it is moved to a different address, the nonrecurring charge to establish an access line also applies, as described in Section 5.1 of this tariff.
- f. Complete Connections customers are not eligible for special promotions that may apply to the individual features included in a Complete Connections package unless Complete Connections Service is specifically included in the promotion.
- g. Complete Connections/Clear Connections Service customers may change features at anytime without incurring a charge for making a change, once Complete Connections/Clear Connections Service has been established. However, customers changing their telephone numbers (except for MDNL) will be billed the nonrecurring charge as specified in Section 5.1 of this tariff.
- h. Customers subscribing to Complete Connections Service are provided with a thirty (30)-day Customer Satisfaction Guarantee. This guarantee will provide dissatisfied customers up to a 30-day credit for the monthly charge associated with the service, less the appropriate monthly access line charge. The credit will be pro-rated based on the time the customer has the Complete Connections Service, up to a maximum of 30 days. To receive the credit, the customer must notify the Company of their dissatisfaction with the Complete Connections Service and place an order to discontinue the service within 30 days of the time that the service was installed. Customers will also be credited for the nonrecurring charge associated with Complete Connections Service, if a nonrecurring charge was incurred.

Business Customers subscribing to Clear Connections Service are provided with a sixty (60)-day Customer Satisfaction Guarantee. This guarantee will provide dissatisfied customers up to a 60-day credit for the monthly charges associated with Clear Connections Service and any ancillary services such as Directory Listings. The credit will be pro-rated based on the time the customer has the Clear Connections Service, up to a maximum of 60 days. To receive the credit, the customer must notify the Company of their dissatisfaction with the Clear Connections Service and place an order to discontinue the service no earlier than 30 days after the service was installed. Customers will also be credited for the nonrecurring charges associated with Clear Connections Service and any ancillary services, if nonrecurring charges were incurred.

- i. All charges normally associated with Flat Rate Access Line service (such as E-911 Service, taxes and other surcharges) will be billed in addition to the Complete Connections/Clear Connections Service charges.
- j. There is a limit of one Second Line to Complete Connections Package per account.
- k. Complete Connections Features Add-on only applies to the Second Line to Complete Connections Package.

(N)
|
(N)

ISSUE DATE: May 27, 2004

Christopher S. Colwell, Vice President, Cincinnati Bell Telephone Company

EFFECTIVE DATE: June 28, 2004

In accordance with Finding and Order in Case No. 04-xxx-TP-ATA, issued by the Public Utilities Commission of Ohio, dated May xx, 2004 and Case No. 90-5013-TP-TRF

Description

CBT proposes to revise its **Out of Territory Services Tariff**, PUCO No. 1, Section 5.13 – Complete Connections/Clear Connections Service. CBT proposes to **offer a sixty (60)-day Customer Satisfaction Guarantee to new business Clear Connections Service subscribers in the Dayton Service Rate Area**. This guarantee will provide dissatisfied customers up to a 60-day credit for the monthly charges associated with Clear Connections Service and any ancillary services such as Directory Listings. The credit will be pro-rated based on the time the customer has the Clear Connections Service, up to a maximum of 60 days. To receive the credit, the customer must notify the Company of their dissatisfaction with the Clear Connections Service and place an order to discontinue the service no earlier than 30 days after the service was installed. Customers will also be credited for the nonrecurring charges associated with Clear Connections Service and any ancillary services, if nonrecurring charges were incurred.

Customer Notification

Upon PUCO approval, business customers in the Dayton Service Rate Area will be notified about the sixty (60)-day Customer Satisfaction Guarantee to new business Clear Connections Service subscribers in the Dayton Area through the business sales channels.